

Agenda Item	6
Report No	LA/4/22

## HIGHLAND COUNCIL

**Committee:** Lochaber Committee

**Date:** 7 February 2022

**Report Title:** Housing Performance Report – 1 April 2021 to 31 December 2021

**Report By:** Executive Chief Officer Housing and Property

### 1 Purpose/Executive Summary

- 1.1 This report provides information on how the Housing Service performed in relation to Scottish Social Housing Charter and other performance indicators up to 31 December 2021

### 2 Recommendations

- 2.1 Members are invited to consider the information provided on housing performance in the period 1 April 2021 to 31 December 2021

### 3 Implications

- 3.1 **Resource** - There are no resource implications arising from this report.
- 3.2 **Legal** - There are no legal implications arising from this report.
- 3.3 **Community (Equality, Poverty and Rural)** - There are no equality implications arising from this report.
- 3.4 **Climate Change/Carbon Clever** - There are no climate change/Carbon Clever implications arising from this report.
- 3.5 **Risk** - Risk is managed through regular review and reporting to allow corrective action to be taken if necessary.
- 3.6 **Gaelic** - There are no Gaelic implications arising from this report.

## 4 Background

- 4.1 The Scottish Housing Regulator (SHR) has set out the performance indicators that it will use in its scrutiny of landlords.
- 4.2 This report provides key performance information based on the reporting framework recommended by the SHR. Information on other performance indicators for housing management is presented in tabular format at **Appendix 1**.
- 4.3 Further performance information by Council Ward can be found on the Highland Council Intranet ward reporting pages.  
[http://www.highland.gov.uk/staffsite/info/13/members\\_intranet/37/ward\\_reporting/2](http://www.highland.gov.uk/staffsite/info/13/members_intranet/37/ward_reporting/2)
- 4.4 In accordance with the Scottish Social Housing Charter guidance, the Repairs, Tenancy Management and Rent Arrears figures are cumulative, while the Homeless Presentations figures are given for each separate quarter.
- 4.5 Scottish Housing Network (SHN) benchmark information, derived from the performance of all Scottish Landlords, has also been provided where available.

## 5 Repairs

- 5.1 The key indicators for measuring repairs performance are considered to be the average time taken to complete Emergency repairs and Non-emergency repairs.
- 5.2 The average length of time taken to complete Emergency repairs is calculated in hours.
- 5.3 **Table 1: Average length of time taken to complete emergency repairs (hours)**  
**Target 14 hours**  
**2019/20 SHN Benchmark (Group) – 4.8 hours**

EME	No of Houses	2020/21		2021/22		
		Q3	Q4	Q1	Q2	Q3
Caol and Mallaig	534	4.8	4.5	4.1	4.2	4.0
Fort William and Ardnamurchan	863	5.5	4.9	3.9	4.3	6.6
<b>Highland</b>	<b>14540</b>	<b>6.9</b>	<b>8.5</b>	<b>5.7</b>	<b>5.7</b>	<b>5.0</b>

- 5.4 The average response time for emergency repairs for both Lochaber Wards is within the 14 hour target.
- 5.5 **Table 2: Average length of time taken to complete non-emergency repairs (days)**  
**Target 8 days**  
**2019/20 SHN Benchmark (Group) – 6.6 days**

NON-EME	No of Houses	2020/21		2021/22		
		Q3	Q4	Q1	Q2	Q3
Caol and Mallaig	534	9.5	6.5	21.5	14.9	10.9
Fort William and Ardnamurchan	863	8.8	6.1	18.4	12.9	9.6
<b>Highland</b>	<b>14540</b>	<b>10.8</b>	<b>7.9</b>	<b>16.2</b>	<b>12.4</b>	<b>9.8</b>

- 5.6 We are continuing to provide a full repairs service and performance has improved compared to Q2 however performance is still being impacted by Covid-19 in relation to our own staff absences and the availability of sub-contractors where staff are on sick leave or need to self isolate. Also the suspension of non emergency repairs and subsequent back log created during lock down continues to impact the performance reported. As covid restrictions and case numbers ease we anticipate improvement in performance.
- 5.7 In gathering the information for repairs indicators, we do not include instances where we have been unable to gain access to properties. This is in accordance with the Scottish Social Housing Charter guidance.

## 6 Tenancy Management

- 6.1 The chart at table 3 provides information on the average re-let time for all void properties, highlighting the same quarter in the previous year for comparison, these figures are reported to the Scottish Housing Regulator.

6.2 **Table 3: Average re-let time (days) Target 35 days  
2019/20 SHN Benchmark (Group) – 40.9 days**

Avg relet time, ARC	No of Houses	No of relets	2020/21		2021/22		
			Q3	Q4	Q1	Q2	Q3
Caol and Mallaig	534	13	31.60	28.16	22.40	26.63	34.00
Fort William and Ardnamurchan	863	75	49.22	46.36	24.93	18.94	55.89
<b>Highland</b>	<b>14540</b>	<b>899</b>	<b>46.01</b>	<b>44.23</b>	<b>33.51</b>	<b>29.52</b>	<b>34.51</b>

- 6.3 In line with Scottish Housing Regulator guidance on performance reporting these figures include all void instances. This includes properties let where we have taken handover of a new housing development and where we have converted a temporary to a permanent tenancy. Removing these properties reduces the re-let time to 27.22 days for Caol and Mallaig and 43.05 days for Fort William and Ardnurchan.
- 6.4 In Ward 21 Fort William and Ardnamurchan there were 4 properties where the tenants had passed away and their families needed additional time to empty the properties. This lengthened the void time to an average of 61 days per property. There was also one property in the Ward which was refused twice. As reported previously to Members the area team are attempting to minimise the number of refusals by contacting tenants pre allocation and by carrying out accompanied viewings

## 7 Rent Arrears

- 7.1 A key indicator for rent arrears is considered to be the value of current rent arrears. The table below shows the comparative figure for the same quarter in the previous year.

7.2 **Table 4 – Current Rent Arrears**

Rent arrears	No of Houses	2020/21		2021/22		
		Q3	Q4	Q1	Q2	Q3
Caol and Mallaig	534	73,656	75,746	67,500	81,798	77,915
Fort William and Ardnamurchan	863	180,556	190,991	172,302	194,346	187,789

7.3 Rent arrears have reduced in Q3 compared with Q2 2021/22. As a result of the Covid-19 pandemic and lockdown we saw an increase in rent arrears, in both case numbers and higher rent arrear balances. Improvements have been made in more streamlined processes by DWP for payment of the Universal Credit including the housing payment for rent. The local housing team have a focus on contacting tenants to offer advice and assistance and signposting to specialist services.

7.4 Ongoing support to tenants who have rent arrears remains a priority for the Lochaber team.

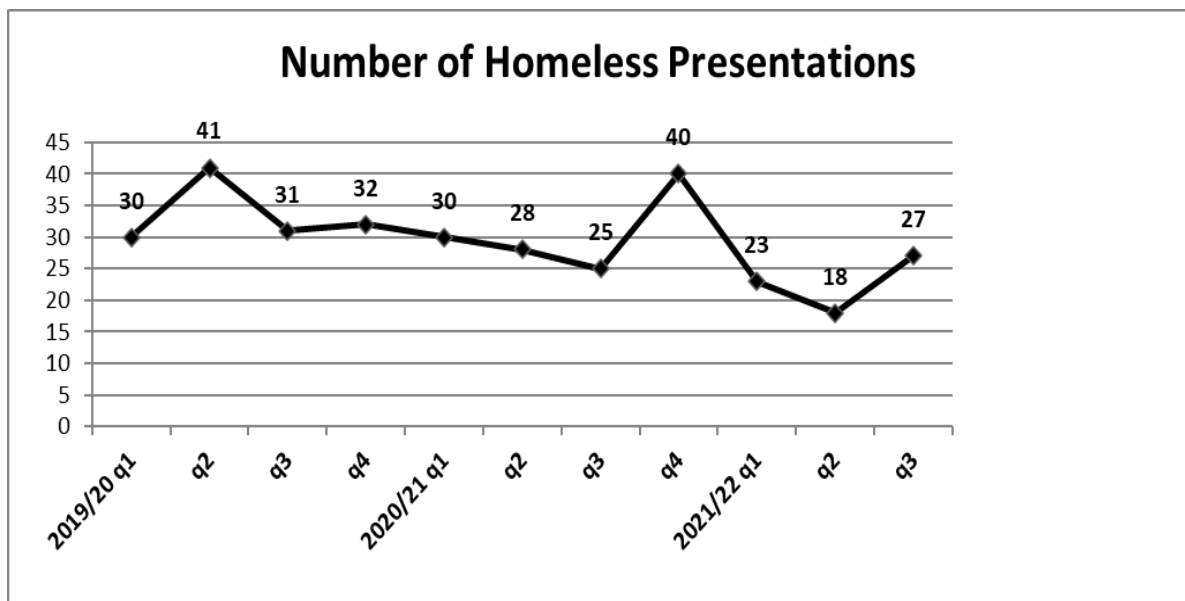
## 8 Homelessness

8.1 Performance information on homelessness is not collected as part of the Scottish Social Housing Charter return, however a number of indicators have been agreed for reporting to Local Committees.

8.2 Table 5 shows the number of homeless presentations received.

8.3 There were 254 presentations across Highland at the end of Q3 2021/22. 27 Homeless presentations were in Lochaber.

8.4 **Table 5 - Homeless Presentations**



Designation: Executive Chief Officer Housing and Property

Date: 7 February 2022

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Background Papers: Scottish Housing Regulator: The Scottish Social Housing Charter: Indicators and Context Information

## APPENDIX 1

SPI 21/22	21/22	Scottish Average	Target	2021/22			2020/21	
				Q3	Q2	Q1	Q4	Q3
Reactive repairs carried out first time - Lochaber	<b>RED</b>	92.23	92	86.61	84.78	80.32	94.14	91.68
Repairs appointments kept - Lochaber	<b>RED</b>	95.45	95	86.41	89.71	91.04	92.13	90.75
Rent collected as % of rent due - Lochaber	<b>GREEN</b>	99.38	99	100.25	98.32	102.30	99.93	101.35
Gross rent arrears as % of rent due - Lochaber	<b>AMBER</b>	5.41	5	5.94	6.14	5.26	5.97	5.81
% rent loss through voids - Lochaber	<b>GREEN</b>	0.85	1	0.86	0.68	0.45	0.60	0.64
% of new tenancies sustained for more than a year - Lochaber	<b>GREEN</b>	88.66	90	90.00	89.60	88.43	90.67	90.07
Tenancy offers refused - Lochaber	<b>GREEN</b>	35.86	38	27.43	26.67	22.22	34.41	0.00
% of lettable houses becoming vacant - Lochaber	<b>GREEN</b>	8.6	8.9	8.09	7.31	5.59	5.04	5.12
% households requiring temporary emergency accommodation who receive offer Lochaber	<b>GREEN</b>	100	100	100	100	100	99.06	100
Average time in temporary emergency accommodation Lochaber				36.84	37.43	33.01	25.89	24.39